

Chapter 12 - Credit Memo - CRM

Credit Memo

The purpose of a credit memo is to credit either all or a portion of a parties account.

Accessing the A/R Credit Memo screen:

From the transaction request screen, enter **CRM** in the next tran field and **INQ** in the type field along with the receipt number in the case number field that you want to inquire on and press <Enter>.

Probate Next Tran Line:

NXT	TRAN	P	<u>CRM</u>	TYPE	<u>INQ</u>	CASE NBR	<u>00000000</u>	REC NBR	<u> </u>
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Juvenile Next Tran Line:

NXT	TRAN	<u>CRM</u>	TYPE	<u>CRM</u>	CASE	NBR	<u>00000000</u>	___	PET	<u>00000000</u>	EVT	___	PTY	___
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The following screen will be displayed for you.

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Court : J44 ANGIE          Juvenile A/R Credit Memo Screen          Release : 025

Enter responsible billing party

Case      sfx Party
00000000  [ ] [ ]

To event information

Child suffix [ ]

Petition 00000000   Event no. [ ]

Price code [ ]           Effective date [ ] MMDD CCYY

Dollar amount [ ]       Reason [ ]

CRM/CRMS [ ]           Enter YOUR Pass Word [ ]

Nxt Tran  CRM Type INQ Case# 00895019 Petn# 00000000 Event# [ ] Party [ ]
F1=Help    F2=Nxt Tran   F3=Exit    F4=Prompt   F6=System
F8=Probate F9=Name Inq         F14=Dkt.Inq F16=Inv.Cal

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Following are field descriptions for the Master Payment Inquiry screen.

~Enter responsible billing party~

The following information is on the party that the financial order was added to the FRD screen.

~Case~

This is the case number that you want to perform the credit memo on.

~Sfx~

This is the suffix number of the case that you want to perform the credit memo on. This field is only used for Juvenile credit memo's.

~Party~

This is the party that the financial order was added to. By prompting on this field <F4> and selecting the correct financial order a majority of this screen will be loaded for you by the system.

~To Event Information~

The following information is gathered from the FRD and event that is being credited.

~Petition~

This is the petition number that the financial order was added to. If you prompt <F4> on the party field and select the financial order that is to be credited, this information would be prefilled for you.

~Event No~

This is the event number that the financial order was added to. If you prompt <F4> on the party field and select the financial order that is to be credited, this information would be prefilled for you.

~Price Code~

This is the price code that the party was ordered to pay. If you prompt <F4> on the party field and select the financial order that is to be credited, this information would be prefilled for you.

~Effective Date~

This is the effective date of the price code. This is the case number and suffix number that the financial order was added to. This number may be different than the suffix number that the party is attached to.

~Dollar amount~

This is the dollar amount that you want to credit this financial order for. You must enter a dollar amount.

~Reason~

This is the reason that you are crediting this financial order. You must enter a reason.

~CRM/CRMS~

This is the type of credit memo you are creating. If it is a credit memo for community service then you must enter CRMS. If it is a regular credit then enter CRM.

~Enter your password~

Enter your financial password. If you do not have authority to create credit memo's the system will not let you perform this function.

Creating a Credit Memo:

The purpose of a credit memo is to credit a portion of or all of a parties account. Following is an example of the process of crediting an account. First, the user must have authority to credit memos. Second, a credit is permanent.

Before you begin, you will need to know the following information:

1. Case number and suffix number that the financial order was applied to.
2. The amount that needs to be credited.
3. If there is an effective date on the price code that needs credited. To find if there is an effective date you will need to display the PRM screen by entering **PRM/INQ** on the next tran line.

NXT TRAN	PRM	TYPE	___	CASE NBR	00000000	___	PET	00000000	EVT	___	PTY	___
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The following screen will be displayed for you.

Juvenile Price File Release : 025

Code	Description	Effect date	Money Type	Amount	Status
ADM	ADMINISTRATIVE FEES	00/00/0000	PERCENT	100.00	Y
AFE	ATTORNEY FEES	00/00/0000	PERCENT	100.00	Y
AFE	ATTORNEY FEES	10/10/2001	PERCENT	100.00	Y
ALC	ALCOHOL CLASSES	00/00/0000	PERCENT	100.00	Y
BET	BETTY PRICE FILE	00/00/0000	PERCENT	100.00	Y
BET	BETTY PRICE FILE	07/03/2002	PERCENT	100.00	Y
BET	BETTY'S PRICE FILE	10/01/2002	PERCENT	100.00	Y
BND	BOND FEE	00/00/0000	PERCENT	100.00	Y
BON	POSTED BOND	00/00/0000	PERCENT	100.00	Y
CC1	CERTIFIED COPIES	00/00/0000	CASH	5.00	Y
CMF	PROSECUTION COLLECTION	07/11/1996	PERCENT	100.00	Y
COC	COST OF CARE	00/00/0000	PERCENT	100.00	Y
COW	CHILD CARE COST/COUNTY WARD	00/00/0000	PERCENT	100.00	Y
CPP	CHOICE POINT PROGRAM	00/00/0000	PERCENT	100.00	Y
CRM	CREDIT MEMO	00/00/0000	PERCENT	100.00	Y

More...

Nxt Tran PRM Type **INQ** Case# 00895019 Petn# 00000000 Event# Party

F1=Help F2=Nxt Tran F3=Exit F7=Active/Inactive Codes

F8=Probate F9=Name Inq. F11=Alt.View F14=Dkt.Inq F16=Inv.Cal

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Once you find the price file, check the effective date.

If the date is 00/00/0000 then there is not an effective date. The only time you enter an effective date on the credit memo screen is if an actual date appears here.

Creating a credit memo:

Accessing the A/R Credit Memo screen:

From the transaction request screen, enter **CRM** in the next tran field and **INQ** in the type field along with the receipt number in the case number field that you want to inquire on and press <Enter>.

Probate Next Tran Line:

NXT	TRAN	P	CRM	TYPE	INQ	CASE NBR	00000000	REC NBR	____
-----	------	---	-----	------	-----	----------	----------	---------	------

Juvenile Next Tran Line:

NXT	TRAN	<u>CRM</u>	TYPE	<u>INQ</u>	CASE	NBR	<u>00000000</u>	___	PET	<u>00000000</u>	EVT	___	PTY	___
-----	------	------------	------	------------	------	-----	-----------------	-----	-----	-----------------	-----	-----	-----	-----

The following screen will be displayed for you.

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Court : J44 ANGIE          Juvenile A/R Credit Memo Screen

Enter responsible billing party

Case      sfx Party
00000216  1  ←

To event information

Child suffix

Petition 00000000      Event no.

Price code              Effective date      MMDD      CCYY

Dollar amount          Reason

CRM/CRMS              Enter YOUR Pass Word

Nxt Tran  CRM Type INQ  Case# 00000216  1  Petn# 00000001  Event#      Party
F1=Help    F2=Nxt Tran  F3=Exit    F4=Prompt   F6=System
F8=Probate F9=Name Inq.        F14=Dkt.Inq F16=Inv.Cal

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1. Enter the case number and suffix number of the child that the financial order was applied to.
2. Prompt <F4> on the party field. The system will display the following screen. _____

Court : J44 ANGIE Juvenile A/R Credit Memo Screen

Enter responsible billing party

C	Case	Sfx	Party Num	Type	Cost Type	Amount to Pay	Petition	Evt#
2	X 00000216	1	J01		RST	50.00	00000002	5
T	00000216	1	2 F01		RST	100.00	00000002	5

C

P

P

D

Bottom DD CCYY

F1=Help F3=Exit F6=System F16=Inv.Cal

CRM/CRMS Enter YOUR Pass Word

Nxt Tran CRM Type INQ Case# 00000216 1 Petn# 00000001 Event# Party

F1=Help F2=Nxt Tran F3=Exit F4=Prompt F6=System

F8=Probate F9=Name Inq. F14=Dkt.Inq F16=Inv.Cal

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Select the financial order that you want to credit by placing an "X" on the line beside it and pressing <Enter>. The system will display the following screen.

Court : J44 ANGIE Juvenile A/R Credit Memo Screen

Enter responsible billing party

Case sfx Party
 00000216 1

To event information

Child suffix 1

Petition 00000002 Event no. 5

Price code RST Effective date MMDD CCYY

Dollar amount Reason

CRM/CRMS Enter YOUR Pass Word

Nxt Tran CRM Type INQ Case# 00000216 1 Petn# 00000001 Event# Party

F1=Help F2=Nxt Tran F3=Exit F4=Prompt F6=System

F8=Probate F9=Name Inq. F14=Dkt. Inq F16=Inv. Cal

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The system has pre-filled as much information that it could bring in from the financial order. You will have to enter the following information.

1. Effective date.
2. Dollar amount to be credited.
3. Reason for the credit.
4. The type of credit.
5. Financial password.

After all information is entered on the screen, press <Enter>. The system will then evaluate your entries and either return a message informing you of an error or display the following screen.

Court : J44 ANGIE Juvenile A/R Credit Memo Screen

Enter responsible billing party

Case	sfx	Party	Name	Relation
00000216	1		TEST NAME	J01 JUV SUBJECT

To event information

Child suffix 1 Name TEST NAME

Petition 00000002 Event no. 5

Price code RST RESTITUTION Effective date MMDD CCYY

Dollar amount 10.00 Reason REASON

CRM/CRMS CRM Enter YOUR Pass Word

Press F10 to complete the transaction

Nxt Tran	CRM Type INQ	Case# 00000216	1	Petn# 00000001	Event#	Party
F1=Help	F2=Nxt Tran	F3=Exit	F4=Prompt	F6=System		
F8=Probate	F9=Name Inq.	F10=Update	F14=Dkt.Inq	F16=Inv.Cal		

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Press <F10> to complete the transaction. Once you press <F10>, the credit will be completed. Make sure you are crediting the correct case/suffix/party. Credit's can't be deleted.

After you have processed the credit, the system will print a credit receipt for your records and display the following screen.

